

2019 MCHIP Annual Notice

Dear MCHIP Representative,

OLC would like to announce that TC Jones, IV retired December 31, 2018 as the Supervisor of the MCHIP/PRA Unit. The OLC family wishes him well in his future endeavors!

If you have any questions regarding this notice or wish to reply for another reason, please contact our unit at MCHIP@vdh.virginia.gov. Please reference the **2019 Annual MCHIP Notice** in the subject line. In most instances, you will receive a reply the day your message arrives. Also, please use this email address for direct, quick contact with our office at all times. You can access the MCHIP unit each business day of the year by using the “MCHIP@” email address.

Please complete the **Annual Complaint form** for calendar year **2018** and return it as directed on the form. This form is required from your MCHIP if your certificate of quality assurance was active **anytime** during calendar year **2018**. All annual complaints reports are due to both the **Office of Licensure and Certification** (the MCHIP unit) and the VA Bureau of Insurance (ombudsman@scc.virginia.gov) by **COB**, Saturday, March 31, 2019. The annual complaint form can be found on our website <http://www.vdh.virginia.gov/licensure-and-certification/downloadable-applications-and-forms/>. If your MCHIP has already submitted its 2019 Annual Complaint Report (data year 2018), we appreciate your initiative.

Continuing for 2019 and going forward:

- All MCHIPs failing to renew their Certificate of Quality Assurance (CQA) certificate by their expiration date on their CQA certificate, will have a “notice of failure to renew before expiration” sent to the BOI, without exception. This action is by request of the BOI.
- The compliance requirements for a MCHIP to operate in the Commonwealth of Virginia are: **1)** licensed by the BOI and received the MCHIP “line of authority” and, **2)** being certified for quality assurance by

the VDH and maintaining said certification from the VDH without interruption.

2) Complaint and/or Appeal System:

- The VDH's MCHIP complaint system is governed by Code of Virginia 32.1 and the BOI's appeal system is governed by Code of Virginia 38.2. Please send questions to MCHIP@vdh.virginia.gov or to ombudsman@scc.virginia.gov as needed.

3) Application Contacts:

- Each MCHIP is required to ensure that all its information submitted in an application **remains current** with the OLC to include the MCHIP contact information (the MCHIP representative). The ability to contact the MCHIP representative is the primary method a MCHIP receives information from the OLC.

4) Significant provider network changes (i.e., Network additions, please refer to 12 VAC 5-408-160 E).

- Notice shall be made to the department in writing within 30 days of implementing any material changes. Please provide the following information:
 - A cover letter explaining the change,
 - An unredacted delegated agreement, if applicable
 - Policies governing credentialing, network adequacy and travel & waiting times, and
 - The effective date to begin utilizing the additional provider network.
- Provider network changes require notice to the department, **NOT** approval.
- ***Service area expansions or reductions require **APPROVAL** from the MCHIP Unit/VDH.***

5) Withdrawing a MCHIP's Managed Care Plan from the Commonwealth of Virginia

- **Both** the VDH (OLC/MCHIP unit) **and** the BOI require notification when a health plan decides to **withdraw** its managed care plan from the Virginia market and cease its business in the Commonwealth of Virginia. Withdrawing plans **must** contact both agencies for **specific details and requirements** pertaining to this procedure. Please send any questions regarding this item to MCHIP@vdh.virginia.gov.

Administrative Reminders

- **Privileged** and/or **proprietary** MCHIP information submitted for review, which is associated with a CQA, is protected from release to **any** entity. Please review **12 VAC-5-408 60(C)** regarding any concerns over your information. The regulatory section states in part **“All material copied, recorded, or received by the department from the MCHIP licensee shall be privileged and confidential and shall not be subject to subpoena.”**
- Any MCHIP serving as a **“delegated entity”** for another MCHIP has **“no regulatory relationship or other connection”** with the VDH’s MCHIP unit, when acting in its role as a delegated entity. VDH has no statutory authority over MCHIP delegated entities. A delegated entity is simply another company in the healthcare arena. MCHIPs are reminded to review **Part VI; Delegated Services of 12 VAC5-408** regards any concerns in **their** role in the accountability for the oversight of delegated services.
- MCHIP Plan updates or notifications are always to be submitted under separate cover by mail or by email and not included in other submissions, e.g., do not send such information with an annual complaint report.
- The QHP Certification timeframe for the Affordable Care Act (ACA) occurs generally from late spring through late summer. During this timeframe delays can occur, never hesitate to contact the unit with questions or issues thru MCHIP@vdh.virginia.gov.

Lastly, please note below our mailing address, phone and fax number below. We continue to have periodic problems with items mailed to our office. The OLC/MCHIP unit has been at its current address since August 7, 2007. This information is provided for your use. All MCHIP inquires, requests, applications, etc. when mailed, are to be sent to the attention of –

MCHIP Unit
Office of Licensure and Certification
9960 Mayland Drive-Suite 401
Henrico, Virginia 23233
Phone: 804-367-2102
Fax: 804-527-4503

MCHIP TriReviews

A notice is forthcoming for all MCHIPs due for Triennial Review.